Notice of References Cited

Application/Control No.
09/543,049
Examiner

Applicant(s)/Patent Under Reexamination POMERANCE, BRENDA

Examiner Art Unit
John W Hayes 3621

Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-2002/0161597 A1	10-2002	Klibaner	705/1
	В	US-2003/0014265 A1	01-2003	Landry et al	705/1
	С	US-2002/0133362 A1	09-2002	Karathanasis et al	705/1
	D	US-2002/0035480 A1	03-2002	Gordon et al	705/1
	Ε	US-2002/0069182 A1	06-2002	Dwyer	705/80
	F	US-2001/0037204 A1	11-2001	Horn et al	705/1
	G	US-			
	Н	US-			
	1	US-			
	J	US-			
	к	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	Ν					
	0					
	Р					
	α					
	R	3.00				
	S					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Zachner, Annette, "Learn From Your Customers or Future May Be Bleak", Best's Review (Life/Health), Vol. 96, No. 5, pp. 70-7 September 1995
	٧	Goldsmith, Marshall, "Conflict Resolution", Executive Excellence, Vol. 16, No. 10, pp. 17-18, October 1999
	w	Denaburg, Charles L, "Mediation Advocacy", Commercial Law Bulletin, Vol. 14, No. 1, pp. 34, January 1999
	х	Zemke, Ron, "The Emerging Art of Service Management", Training, Vol. 29, No. 1, pp. 36-42, January 1992

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Application/Control No. O9/543,049 Applicant(s)/Patent Under Reexamination POMERANCE, BRENDA Examiner John W Hayes Art Unit Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	Α	US-			
	В	US-			
	ပ	US-			-
	D	US-			
	Е	US-			
	F	US-			
	G	US-			
	Н	US-			
	ı	US-			
	J	US-			
	К	US-			
	L	US-			
	М	US-			

FOREIGN PATENT DOCUMENTS

	TOREIGN PATENT DOGGLETTO					
*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N				44-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4-4	
	0					
	Р					
	Q					
	R					
	S					
	Т					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Leeds, Dorothy, "12 Words That Can Improve Client Relationships", Accounting Today, Vol. 9, No. 7, pg. 28, 24 April 1995
	٧	
	w	
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.